

**PRACTICAL CLINICAL COURSES**  
A Service of the Gordon J. Christensen  
Career Development Program

**V4748**  
**Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**

Gordon J. Christensen, DDS, MSD, PhD

**Materials Included:**

C.E. Instruction Sheet  
Products List  
Clinician Responsible  
Goals & Objectives  
Overview  
Supplemental Materials  
AGD Post-Test

**Gordon J. Christensen**  
**PRACTICAL CLINICAL COURSES**

**PROCEDURE FOR RECEIVING  
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1. Complete the enclosed Post-Test.\* For each **CE Video Purchased**, one test is included. If additional tests are needed, the following fees will apply: \$25 per test for 1 additional dentist; \$10 per test for each auxiliary (dental assistants, hygienists, lab technicians - no limit on auxiliary tests). Fees can be paid either by check or credit card when tests are submitted to Practical Clinical Courses.
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  - c. If the applicant selects "Both," PCC will complete a. & b. above.
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**Practical Clinical Courses**  
**3707 N Canyon Road**  
**Suite 3D**  
**Provo, UT 84604**  
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[info@pccdental.com](mailto:info@pccdental.com)

4. Practical Clinical Courses will correct the Post-Test. **Passing scores are 70% or higher.**

***\*TO OBTAIN CE CREDIT ONLINE:*** Login or create an account on [www.pccdental.com](http://www.pccdental.com) and select "My CE Tests" from the left-side menu. Click on the video title to take the test online. **RESULTS ARE IMMEDIATE.** Missing the test? Contact us at 800-223-6569 during our business hours of 7:00 a.m. – 4:00 p.m. MST to add it to your account.

Gordon J. Christensen  
**PRACTICAL CLINICAL COURSES**  
*Sources of Products Discussed in*  
**V4748 Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**  
Presented by: Gordon J. Christensen, DDS, MSD, PhD

- |  |   |  |
|--|---|--|
| <p>1. <b>A Consumer's Guide to Dentistry</b><br/>Elsevier Inc.<br/>230 Park Avenue, 7<sup>th</sup> Floor<br/>New York, NY 10169<br/>(212)309-8100<br/><a href="http://www.evolve.elsevier.com">www.evolve.elsevier.com</a></p>                       | <p>4. <b>Ivory Rubber Dam</b><br/>Heraeus<br/>300 Heraeus Way<br/>South Bend, IN 46614<br/>(800)431-1785<br/>(574)299-5476<br/><a href="http://www.heraeus-dental-us.com">www.heraeus-dental-us.com</a></p>                             | <p>7. <b>Schick SDX</b><br/>Schick Technologies, Inc.<br/>30-30 47<sup>th</sup> Avenue<br/>Suite 500<br/>Long Island City, NY 11101<br/>(877)724-4254<br/>(718)937-5765<br/><a href="http://www.schicktech.com">www.schicktech.com</a></p> |
| <p>2. <b>Dental Documents 8<sup>th</sup> Edition</b><br/>Practical Clinical Courses<br/>3707 North Canyon Road<br/>Suite 3D<br/>Provo, UT 84604<br/>(800)223-6569<br/>(801)226-6569<br/><a href="http://www.pccdental.com">www.pccdental.com</a></p> | <p>5. <b>Kilgore Models</b><br/>Kilgore International, Inc.<br/>36 West Pearl Street<br/>Coldwater, MI 49036<br/>(800)892-9999<br/>(517)279-9123<br/><a href="http://www.kilgoreinternational.com">www.kilgoreinternational.com</a></p> |  |
| <p>3. <b>Hygenic Dental Dam</b><br/>Coltene/Whaledent Inc.<br/>235 Ascot Parkway<br/>Cuyahoga Falls, OH 44223<br/>(800)221-3046<br/>(330)916-8800<br/><a href="http://www.coltene.com">www.coltene.com</a></p>                                       | <p>6. <b>ProMax 3D</b><br/>PLANMECA USA Inc.<br/>100 North Gary Avenue<br/>Suite A<br/>Roselle, IL 60172<br/>(630)529-2300<br/><a href="http://www.planmeca.com">www.planmeca.com</a></p>   |  |

***Product names, the products themselves, and company names change rapidly. Please contact the companies shown to confirm current information.***

Gordon J. Christensen Practical Clinical Courses, 3707 North Canyon Road, Suite 3D, Provo, UT 84604  
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The techniques and procedures on this videotape are intended to be suggestions only. Any licensed practitioner viewing this presentation must make his or her own professional decisions about specific treatment for patients. PCC is not responsible for any damages or other liabilities (including attorney's fees) resulting, or claimed to result in whole or in part, from actual or alleged problems arising out of the use of this presentation.

## **PROGRAM**

### **V4748 Essentials of Effective Dental Assisting 2nd Edition**

#### **CLINICIAN RESPONSIBLE:**

**Gordon J. Christensen, DDS, MSD, PhD**  
Founder and CEO, Practical Clinical Courses  
Senior Consultant & Previous CEO, CR Foundation  
Practicing Prosthodontist, Provo, Utah

#### **GOALS & OBJECTIVES**

At the completion of this video presentation, participants should be able to accomplish the following:

1. Discuss the importance of dental assistants in a busy dental practice.
2. Describe how to determine the optimum number of dental assistants for a specific practice.
3. Discuss administration for the team of dental assistants in a typical office.
4. Discuss the potential responsibilities for the lead dental assistant.
5. List several methods to develop a team in your office.
6. List several methods to discourage team development.
7. List the responsibilities of the lead dental assistant.
8. Describe the characteristics of an excellent dental assistant.
9. Discuss how to obtain adequate education/training for persons interested in becoming a dental assistant.
10. Describe the Certified Dental Assistant (CDA) designation and how to obtain it.
11. Discuss the importance of belonging to the national dental assistant organization.
12. Describe how a dental assistant can obtain adequate continuing education.
13. List five desirable personal characteristics for dental assistants.
14. List the cleanliness characteristics for dental assistants.
15. Describe dental assistant responsibilities for overall office cleanliness.
16. List five major responsibilities usually assumed by dental assistants in a typical dental office.
17. List several ways a dental assistant can be gentle when assisting a dentist.
18. Describe dental assistant responsibilities related to cleaning treatment rooms at the end of a clinical day.
19. List five potential expanded dental assistant responsibilities in which you are interested for your office.
20. List the steps usually involved in closing a typical dental office at the end of the day.

## OVERVIEW

### **V4748 Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**

If a dental assistant assumes the duties and personal characteristics discussed in this presentation, it is assured that the overall efficiency and effectiveness of most dental offices will be significantly improved. The following subjects are included in this presentation:

1. The importance of dental assistants
2. How many dental assistants are usually needed in a typical office
3. The organization of the dental assistant team
4. Developing a true team
5. Discouraging teamwork
6. Responsibilities of the lead dental assistant
7. Integration of the lead dental assistant and the scheduler
8. Assigning specific responsibilities to all of the dental assistants and cross training
9. Characteristics of an excellent dental assistant
10. Training/education for dental assistants
11. Qualifying to be a certified dental assistant (CDA) or Registered Dental Assistant (RDA) or Expanded Function Dental Assistant (EFDA)
12. Activity in dental assistant organizations
13. Continuing education — in-service, on-the-job training, formal continuing education
14. Desirable personal characteristics
15. Outgoing personality
16. Cheerful, happy
17. Positive, optimistic
18. Empathetic
19. Considerate, helpful
20. Personal cleanliness — self, attire
21. Ongoing cleanliness of the office
22. Infection control
23. Organization, recording, and supervision of supplies and equipment
24. Maintenance and repair of equipment
25. Patient records — treatment progress notes, radiographs, financial details, patient health
26. Setting up operatories — having all expected supplies and equipment in operatory, including emergency equipment
27. Patient education
28. Assisting the dentist — responsibilities are varied
29. Working with other assistants — 4-handed, 6-handed, and 8-handed dentistry
30. Working fast without haste
31. Clinical assisting requires thinking ahead
32. Gentle
33. Thorough
34. Ensuring patient comfort
35. Constantly aware of patient health challenges and potential emergency care need

## OVERVIEW (CONT'D)

### **V4748 Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**

36. Learning and using the best clinical assisting positions and actions
37. Cleaning the operatories at the end of the procedure
38. Cleaning and sterilizing equipment and instruments
39. Office cleanliness at the end of the day
40. Closing office at end of treatment day
41. Expanded functions for dental assistants

## SUPPLEMENTAL MATERIALS

1. Clancy S. Facing the challenge: recruitment & retention of staff. J Mass Dent Soc. 2004 Spring;53(1):18-21.
2. Gutkowski S, Gerger D, Creasey J, Nelson A, Young DA. The role of dental hygienists, assistants, and office staff in CAMBRA. J Calif Dent Assoc. 2007 Nov;35(11):786-9, 792-3.
3. Mercer P, Bailey H, Cook P. Perceptions, attitudes and opinions of general dental practitioners and dental nurses to the provision of lifelong learning for the dental team. Br Dent J. 2007 Jun 23;202(12):747-53.
4. Davidhizar R. Polishing your image. Dent Assist. 1997 Sep-Oct;66(5):38-40.
5. McMullen G. The ideal dental assistant. What makes an exceptional dental assistant? Ont Dent. 1997 Mar;74(2):31-2, 34.
6. Peters RW. Effective interpersonal skills. Dent Assist. 1976 Dec;45(12):17-8.
7. Sharma PS, Kuster CG. Basic principles of four handed sit down dentistry and effective utilization of a chairside dental assistant. J Wis Dent Assoc. 1974 Sep;50(9):366-9.
8. Deneen LJ, Heid DW, Smith AA. Effective interpersonal and management skills in dentistry. J Am Dent Assoc. 1973 Oct;87(4):878-80.

## POST-TEST

### **V4748 Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**

1. The optimum number of dental assistants for a practice is:
  - a. 2.
  - b. 3.
  - c. 4.
  - d. not a finite number, depends on many factors.
  
2. The lead dental assistant:
  - a. coordinates all patient care with the scheduler.
  - b. communicates for the dentist with the front desk personnel.
  - c. ensures that the practice stays on schedule.
  - d. enters the patient care information into the computer.
  - e. ensures that all patients are comfortable.
  - f. all the above.
  
3. Becoming a Certified Dental Assistant is:
  - a. a required designation for dental assistants.
  - b. automatic when you finish a dental assisting program.
  - c. a recommended elective designation.
  - d. none of the above.
  
4. Remaining competent as a dental assistant can be achieved by:
  - a. in-service training/education sessions.
  - b. on-the-job training.
  - c. formal continuing education.
  - d. all the above.
  
5. Dental assistants:
  - a. should be the primary equipment repair persons for **all** equipment problems.
  - b. should be the primary persons in charge of emergency equipment and supplies.
  - c. should not enter financial treatment details into the computer. That task is for business personnel.
  - d. should designate the most adequate front desk person to fill out treatment records.
  
6. Most dentists work with a \_\_\_\_\_-handed dentistry orientation.
  - a. 2
  - b. 4
  - c. 6
  - d. 8
  
7. Making sure that emergency equipment and supplies are functional and up-to-date is usually the responsibility of:
  - a. dental hygienists.
  - b. dental assistants.
  - c. the dentist.
  - d. the front desk personnel.

**POST-TEST (CONT'D)**

**V4748 Essentials of Effective Dental Assisting 2<sup>nd</sup> Edition**

8. Closing the office at the end of the day is usually the responsibility of:
- a. dental hygienists.
  - b. dental assistants.
  - c. the dentist.
  - d. the front desk personnel.
9. A negative personal appearance characteristic for dental assistants is:
- a. false eyelashes.
  - b. false fingernails.
  - c. short hair.
  - d. white shoes.
10. Although many persons contribute, the overall, ongoing psychological feeling of a dental office is the responsibility of:
- a. the dentist.
  - b. the dental assistants.
  - c. the dental hygienists.
  - d. the laboratory technicians.
  - e. the front desk personnel.

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The test is complimentary for the purchaser. *If you require CE tests for staff members or an additional doctor to receive credit, the fees are:*

**Dentist** (limit 1 additional dentist per video purchase): \$25

**Auxiliary** (no limit): \$10 for each auxiliary taking test